

Performance Measure		Assurance	Frequency	Sampling methodology
Administrative Authority				
Total Number of federally approved slots	denominator	Administrative Authority	Monthly	100%
Total Number of waiver participants	numerator			
Percentage of federally approved slots filled	Percentage			
Total number of MFP federally approved slots	denominator	Administrative Authority	Monthly	100%
Total number of MFP waiver participants	numerator			
Percentage of federally approved slots filled	Percentage			
Total number of EPSDT age out federally approved slots	denominator	Administrative Authority	Monthly	100%
Total number of EPSDT age out waiver participants	numerator			
Percentage of EPSDT age out waiver participants	Percentage			
Total Number of applicants	denominator	Administrative Authority	Monthly	100%
Total Number of applicants on wait list	numerator			
Percentage of applicants on wait list	Percentage			
Total Number of waiver participants	denominator	Administrative Authority	Quarterly	100%
Total Number of waiver participants who meet nursing home level of care	numerator			
Percentage of waiver participants who meet nursing home level of care	Percentage			
Total Number of waiver participants	denominator	Administrative Authority	Quarterly	100%
Total Number of waiver participants who meet financial eligibility	numerator			
Percentage of waiver participants who meet financial eligibility	Percentage			

Performance Measure		Assurance	Frequency	Sampling methodology
Average number of days from submission of a first prior authorization request for EPD waiver services to approval or denial of the request.	Average	Administrative Authority	Monthly	100%
Number of claims reviewed	denominator	Administrative Authority	Quarterly	Less than 100% 30 randomly chosen enrollees
Number of claims paid in accordance with person centered plan authorization	numerator			
Percentage of claims paid in accordance with person centered plan authorization	Percentage			
Total number of paid claims	denominator	Administrative Authority	Monthly	100%
Total Number that were prior authorized	numerator			
Percent of paid claims that were prior authorized.	Percentage			
Projected quarterly expenditures for each waiver service as specified in Appendix J	denominator	Administrative Authority	Quarterly	100%
Actual quarterly waiver expenditures for each waiver service	numerator			
Percentage of actual quarterly waiver expenditures versus projected quarterly expenditures.	Percentage			
Total number of complaints by type complaints	denominator	Administrative Authority	Monthly	100%
Number and types of complaints about the EPD waiver program, in particular complaints about enrollment and prior authorization	numerator			
Percentage of complaints by type	Percentage			
Level of Care				
Total Number of new enrollees	denominator			

Performance Measure		Assurance	Frequency	Sampling methodology
Number of new enrollees who have a level of care indicating need of nursing home care before receiving waiver services	numerator	Level of Care	Quarterly	100%
Percentage of new enrollees who have a level of care indicating need of nursing home care before receiving waiver services	Percentage			
Number of applicants	denominator	Level of Care	Quarterly	100%
Number of applicants who received an evaluation for LOC during the reporting period	numerator			
Percent of new applicants who received a evaluation for LOC d	Percentage			
Number of applicants who were denied enrollment	denominator	Level of Care	Quarterly	100%
denied for inappropriate LOC	numerator			
Percentage denied for inappropriate LOC	Percentage			
Number of waiver beneficiaries	denominator	Level of Care	Quarterly	30 randomly chosen enrollees
Number of beneficiaries who received an annual eligibility-redetermination within 12 months of their initial or last LOC-evaluation	numerator			
Percent of re-evaluations processed timely	Percentage			
Number of initial and Annual LOC determinations completed	denominator	Level of Care	Quarterly	30 randomly chosen enrollees
Number of beneficiaries' initial and annual LOC determination made in accord with written policies and procedures established for the contractor by the state Agency.	numerator			
Percent of beneficiaries' initial and annual LOC determination made in accord with written policies and procedures established for the contractor by the state Agency.	Percentage			

Performance Measure		Assurance	Frequency	Sampling methodology
Number of level of care determinations reviewed	denominator	Level of Care	Quarterly	30 randomly chosen enrollees
Number of waiver beneficiaries level of care determinations where criteria were accurately applied	numerator			
Percent of waiver beneficiaries level of care determinations where criteria were accurately applied	Percentage			
Service Planning				
Number of waiver waiver participants reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of waiver waiver participants who have service plans that address their needs	numerator			
Percent of waiver waiver participants who have service plans that address their needs	Percentage			
Number of waiver waiver participants reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of waiver waiver participants who have service plans that address their personal goals	numerator			
Percent of waiver waiver participants who have service plans that address their personal goals	Percentage			
Number of waiver waiver participants reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of waiver waiver participants who have service plans that address their health and safety risks	numerator			
Percent of waiver waiver participants who have service plans that address their health and safety risks	Percentage			

Performance Measure		Assurance	Frequency	Sampling methodology
Number of waiver participants	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of waiver participants whose ISP was submitted sixty (60) days in advance of the PA expiration date	numerator			
Percent of waiver participants whose ISP was submitted sixty (60) days in advance of the PA expiration date	Percentage			
Number of waiver participants reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of participant ISPs that contain the case manager and beneficiary signature	numerator			
Percent of participant ISPs that contain the case manager and beneficiary signature	Percentage			
Number ISPs reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of ISPs updated at least annually	numerator			
Percentage of ISPs updated at least annually	Percentage			
Number of waiver participants reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of individuals whose ISP was reviewed and revised before the assessment date	numerator			
Percent of individuals whose ISP was reviewed and revised before the assessment date	Percentage			

Performance Measure		Assurance	Frequency	Sampling methodology
Number of ISPs that needed revision related to changing needs	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of ISPs that had revision related to changing needs	numerator			
Percentage of individuals whose ISP was revised as needed to address changing needs	Percentage			
Number of waiver participants reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of waiver waiver participants who received services specified in the ISP in accordance with the type, scope, amount, frequency, and duration specified in the ISP	numerator			
Percentage of waiver waiver participants who received services specified in the ISP in accordance with the type, scope, amount, frequency, and duration specified in the ISP	Percentage			
Number of new waiver waiver participants reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of new waiver waiver participants whose records have a signed freedom of choice form	numerator			
Percent of new waiver waiver participants whose records have a signed freedom of choice form	Percentage			
Number of waiver participants reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of waiver waiver participants with signed ISP documentation of agreements indicating choice of providers and services	numerator			

Performance Measure		Assurance	Frequency	Sampling methodology
Percentage of waiver waiver participants with signed ISP documentation of agreements indicating choice of providers and services	Percentage			
Number of waiver participants reviewed	denominator	Service Planning	Quarterly	convenience sample of 30 enrollees chosen at random
Number of waiver waiver participants whose records contain documentation that the beneficiary was afforded choice of providers for each individual waiver service	numerator			
Percentage of waiver waiver participants whose records contain documentation that the beneficiary was afforded choice of providers for each individual waiver service	Percentage			
Health and Welfare				
Total Number of complaints	denominator	Health & Welfare Focus IV: Participant Safeguards	Quarterly	100%
Number of beneficiaries with complaints investigated with-in 7 days	numerator			
Percentage of beneficiaries with complaints investigated with-in 7 days	Percentage			
Number of all Critical Incidents reported	denominator	Health & Welfare Focus IV: Participant Safeguards	Quarterly	100%
Number of beneficiaries critical incidents reported with-in 24 hours or next business day of notification	numerator			
Percent of beneficiaries critical incidents reported with-in 24 hours or next business day of notification	Percentage			
Number of all critical incidents investigated	denominator	Health & Welfare Focus IV: Participant Safeguards	Quarterly	100%
Number of all beneficiaries critical incidents with investigations initiated within 48 hours	numerator			

Performance Measure		Assurance	Frequency	Sampling methodology
Percent of all beneficiaries critical incidents with investigations initiated within 48 hours	Percentage			
Number of critical incident investigation that were completed/closed	denominator	Health & Welfare Focus IV: Participant Safeguards	Quarterly	Less than 100%
Number of critical incident investigation outcomes that were notified to the person and or their representative within 24 hours of closure of the investigation	numerator			
Percentage of critical incident investigation outcomes notified to the person within 24 hours of closure of investigation	Percentage			
Number of all Critical Incidents reported	denominator	Health & Welfare Focus IV: Participant Safeguards	Quarterly	Less than 100%
Number of beneficiaries critical incidents where appropriate follow-up was implemented within 30 days of closure of investigation	numerator			
Percent of beneficiaries critical incidents where appropriate follow-up was implemented within 30 days of closure of investigation	Percentage			
Qualified Providers				
Number of new provider applications	denominator	Qualified Providers	Quarterly	100% Review
Number of new provider applications who met EPD Waiver provider readiness prior to provision of services	numerator			
Percentage of new provider applications who met EPD Waiver provider readiness prior to provision of services	Percentage			
Number of existing providers	denominator			

Performance Measure		Assurance	Frequency	Sampling methodology
Number of existing providers by type who continue met EPD Waiver Qualifications	numerator	Qualified Providers	Monthly with Quarterly Review	100% Review
Percent of existing providers by type who continue met EPD Waiver Qualifications	Percentage			
Number of non-licensed/ non-certified providers enrolled	denominator	Qualified Providers	Monthly with Quarterly Review	100% Review
Number no-licensed/ non-certified providers enrolled applications, by provider type, who met initial waiver provider-qualifications-provider readiness	numerator			
Percent no-licensed/ non-certified providers enrolled applications, by provider type, who met initial waiver provider-qualifications-provider readiness	Percentage			
Number of all non-licensed/non-certified providers	denominator	Qualified Providers	Annually	100% Review
Number of non-licensed/noncertified providers, who continue to meet waiver provider qualifications	numerator			
Percent of non-licensed/noncertified providers, who continue to meet waiver provider qualifications	Percentage			
Number of new providers	denominator	Qualified Providers	Annually	100% Review
Number of new providers who receive training in thirty (30) days	numerator			
Percent of new providers who receive training in thirty (30) days	Percentage			
Number of waiver service claims reviewed	denominator	Financial Accountability	Quarterly	100% Review
number of waiver service claims submitted for waiver participants enrolled in the waiver on the date that the service was delivered	numerator			

Performance Measure		Assurance	Frequency	Sampling methodology
number and percentage of waiver service claims reviewed that were submitted for waiver participants who were enrolled in the waiver on the date that the service was delivered	Percentage	Financial Accountability	Quarterly	30 Random
Percentage of claims reviewed by program integrity for audits	denominator	Financial Accountability	Quarterly	Less than 100% 30 randomly selected
Number of claims reviewed by program integrity audits that failed standards	numerator			
Percentage of claims reviewed by program integrity audits that failed standards	Percentage			
Number of waiver claims reviewed	denominator	Financial Accountability	Quarterly	Less than 100% 30 randomly selected
number of waiver claims reviewed using the correct rate	numerator			
number and percentage of waiver claims reviewed that were paid using the correct rate as specified in the waiver application	Percentage			